



Special Meeting  
of the  
San José  
Community & Economic Development Committee  
held  
March 19, 2007 at 9:00 A.M.

Roll Call

Present: Chair Nancy Pyle; Vice Chair Nora Campos; Pete Constant, Member;  
Sam Liccardo, Member; Paul Krutko; Ed Moran; Ru Weerakoon

a. **Planning, Building, & Code Enforcement Survey Results (Planning, Building, & Code Enforcement) [DEFERRED FROM FEBRUARY 26, 2007]**

Joe Horwedel, Director, Planning, Building & Code Enforcement provided an overview on the Development Services Customer Satisfaction Survey, specifically on the methodology that was used in developing the survey. PBCE is working with a survey consulting firm, True North Research, Inc. to obtain statistically reliable measures of customer service satisfaction among the Development Services customer base. Customer interviews have been completed and their survey results are presently being analyzed and will be made available at the April 23, 2007 CED Committee meeting. Councilmember Liccardo asked if there were any other cities that have done any surveying to benchmark against. Joe Horwedel responded not in the Bay Area, but he was aware of two cities, San Diego and Irvine, who used the same consultant for similar surveys of their customers in a scientific manner. Joe is also forwarding to Councilmembers Liccardo and Constant, the previously distributed report (2006), "The Cost of Development Survey" to both of their offices for review.

b. **Team San Jose and Convention Center Update (City Manager's Office)**

Representing Team San Jose, Dan Fenton, CEO and President introduced the senior leadership group; Erik Ferris, Director of Client Services, Jerry Vontress, Director of Operations, Diana Ponton, Vice-President of Sales, Dan Cunningham, Chief Financial Officer, and Meghan Horrigan, Director of Public Affairs. Dan McFadden, Interim Deputy City Manager was also present for this item. Dan Fenton provided some background on how and why Team San Jose was formed and made a presentation on some of the highlights and accomplishments the team has made since 2004. Dan Fenton will follow up with the committee and confirm if other cities are

also seeing increased trends of business.

c. **North San Jose Vision 2030 Implementation (Planning, Building, & Code Enforcement, Economic Development)**

Joe Horwedel, Director, Planning, Building & Code Enforcement, and Andrew Crabtree, Principal Planner, Planning, Building & Code Enforcement reviewed proposed residential, industrial and commercial development projects, as well as inclusion of transportation infrastructure and parklands in the North San Jose corridor. Response has been favorable from both private property owners and developers. Councilmember Liccardo made a request to include Rosemary Gardens into PBCE's public outreach when development for Schmidt and Essex projects go forward. Joe responded staff will build that into their process.

This report will be cross-referenced at the April 3, 2007 Council meeting.

d. **Economic Indicators(Economic Development) [DEFERRED FROM FEBRUARY 26, 2007]**

Kim Walesh, Assistant Director of Economic Development provided an update on recent economic indicators. Overall indicators show an improved economy, strong labor. An acceleration of job growth and unemployment is inline with the nation at 4.7%. Software and creative/innovative services industry continues to grow.

e. **Oral Petitions**

None

f. **Adjournment**

Meeting adjourned at 11:08 am

By:

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Chair Nancy Pyle  
Community & Economic Development  
Committee

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[www.sanjoseca.gov](http://www.sanjoseca.gov) and click on the link to view meeting broadcast, you can find all Committee meetings as well as Council meetings.